



TORQ Analysis of Storage and Distribution Managers to Postmasters and Mail Superintendents

INPUT SECTION:

Transfer	Title	O* NET	Filters		
From Title:	Storage and Distribution Managers	11-3071.02	Abilities:	Importance Level: 50	Weight: 1
To Title:	Postmasters and Mail Superintendents	11-9131.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

91

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	97	Level	89	Level	87

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
No Critical Gaps Recorded!				Active Listening	75	16	84	Production and Processing	64	17	72
				Negotiation	65	17	71	Public Safety and Security	58	16	71
				Reading Comprehension	69	10	85	English Language	58	1	75
				Coordination	71	10	75				
				Writing	63	9	73				
				Time Management	65	7	82				
				Critical Thinking	69	7	71				
				Instructing	61	5	75				
				Judgment and Decision Making	59	5	70				
				Speaking	67	4	80				
				Active Learning	63	3	69				
				Learning Strategies	63	2	69				

LEVEL and IMPT (IMPORTANCE) refer to the Target Postmasters and Mail Superintendents. GAP refers to level difference between Storage and Distribution Managers and Postmasters and Mail Superintendents.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Storage and Distribution Managers	Postmasters and Mail Superintendents	Importance
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Oral Comprehension	57		51		72
Oral Expression	57		53		72
Problem Sensitivity	51		44		72
Written Comprehension	55		51		68
Inductive Reasoning	46		41		68
Information Ordering	48		46		68
Deductive Reasoning	50		46		65
Speech Recognition	51		46		65
Speech Clarity	51		44		65
Category Flexibility	51		44		62
Near Vision	53		48		62
Written Expression	50		50		59
Fluency of Ideas	46		37		50
Originality	42		41		50
Selective Attention	44		37		50

Skill Level Comparison - Abilities with importance scores over 69

Description	Storage and Distribution Managers	Postmasters and Mail Superintendents	Importance
Reading Comprehension	59	69	85
Active Listening	59	75	84
Time Management	58	65	82
Speaking	63	67	80
Monitoring	74	73	78
Coordination	61	71	75
Instructing	56	61	75
Writing	54	63	73
Critical Thinking	62	69	71
Negotiation	48	65	71
Judgment and Decision Making	54	59	70
Active Learning	60	63	69
Learning Strategies	61	63	69

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Storage and Distribution Managers	Postmasters and Mail Superintendents	Importance
Administration and Management	62	59	80



Customer and Personal Service	71	69	77
English Language	57	58	75
Production and Processing	47	64	72
Public Safety and Security	42	58	71

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Storage and Distribution Managers	Postmasters and Mail Superintendents	Description	Storage and Distribution Managers	Postmasters and Mail Superintendents
10+ years	7% <div><div></div></div>	0%	Doctoral	0%	0%
8-10 years	19% <div><div></div></div>	0%	Professional Degree	0%	0%
6-8 years	2% <div><div></div></div>	0%	Post-Masters Cert	0%	0%
4-6 years	8% <div><div></div></div>	13% <div><div></div></div>	Master's Degree	0%	4% <div><div></div></div>
2-4 years	58% <div><div></div></div>	14% <div><div></div></div>	Post-Bachelor Cert	0%	0%
1-2 years	0%	24% <div><div></div></div>	Bachelors	38% <div><div></div></div>	2% <div><div></div></div>
6-12 months	2% <div><div></div></div>	36% <div><div></div></div>	AA or Equiv	3% <div><div></div></div>	18% <div><div></div></div>
3-6 months	0%	2% <div><div></div></div>	Some College	13% <div><div></div></div>	8% <div><div></div></div>
1-3 months	0%	0%	Post-Secondary Certificate	0%	2% <div><div></div></div>
0-1 month	0%	0%	High School Diploma or GED	43% <div><div></div></div>	57% <div><div></div></div>
None	0%	7% <div><div></div></div>	No HSD or GED	0%	5% <div><div></div></div>
Storage and Distribution Managers			Postmasters and Mail Superintendents		
Most Common Educational/Training Requirement:					
Work experience in a related occupation			Work experience in a related occupation		
Job Zone Comparison					
3 - Job Zone Three: Medium Preparation Needed			3 - Job Zone Three: Medium Preparation Needed		
Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.			Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.		
Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.			Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.		
Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.			Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.		

Tasks

Storage and Distribution Managers	Postmasters and Mail Superintendents
Core Tasks	Core Tasks
Generalized Work Activities:	Generalized Work Activities:
<ul style="list-style-type: none"> Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. 	<ul style="list-style-type: none"> Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.



- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.

Specific Tasks

Occupation Specific Tasks:

- Advise sales and billing departments of transportation charges for customers' accounts.
- Arrange for necessary shipping documentation, and contact customs officials to effect release of shipments.
- Arrange for storage facilities when required.
- Confer with department heads to coordinate warehouse activities, such as production, sales, records control, and purchasing.
- Develop and document standard and emergency operating procedures for receiving, handling, storing, shipping, or salvaging products or materials.
- Develop and implement plans for facility modification or expansion, such as equipment purchase or changes in space allocation or structural design.
- Evaluate freight costs and the inventory costs associated with transit times to ensure that costs are appropriate.
- Evaluate locations for new warehouses and distribution networks to determine their potential usefulness.
- Examine invoices and shipping manifests for conformity to tariff and customs regulations.
- Examine products or materials to estimate quantities or weight and type of container required for storage or transport.
- Inspect physical conditions of warehouses, vehicle fleets and equipment, and order testing, maintenance, repair, or replacement as necessary.
- Interview, select, and train warehouse and supervisory personnel.
- Issue shipping instructions and provide routing information to ensure that delivery times and locations are coordinated.
- Negotiate with carriers, warehouse operators and insurance company representatives for services and preferential rates.

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

Specific Tasks

Occupation Specific Tasks:

- Collect rents for post office boxes.
- Confer with suppliers to obtain bids for proposed purchases and to requisition supplies; disburse funds according to federal regulations.
- Direct and coordinate operational, management, and supportive services of one or a number of postal facilities.
- Hire and train employees, and evaluate their performance.
- Inform the public of available services, and of postal laws and regulations.
- Issue and cash money orders.
- Negotiate labor disputes.
- Organize and supervise activities such as the processing of incoming and outgoing mail.
- Prepare and submit detailed and summary reports of post office activities to designated supervisors.
- Prepare employee work schedules.
- Resolve customer complaints.
- Select and train postmasters and managers of associate postal units.

Detailed Tasks

Detailed Work Activities:

- assign work to staff or employees
- assist public in complying with Postal Service regulations
- conduct or attend staff meetings
- direct and coordinate activities of workers or staff
- disburse checks to satisfy accounts payable
- evaluate performance of employees or contract personnel
- explain rules, policies or regulations
- hire, discharge, transfer, or promote workers
- mediate or arbitrate disputes
- negotiate business contracts



- Participate in setting transportation and service rates.
- Plan, develop, and implement warehouse safety and security programs and activities.
- Prepare and manage departmental budgets.
- Prepare or direct preparation of correspondence, reports, and operations, maintenance, and safety manuals.
- Respond to customers' or shippers' questions and complaints regarding storage and distribution services.
- Review invoices, work orders, consumption reports, and demand forecasts to estimate peak delivery periods and to issue work assignments.
- Schedule and monitor air or surface pickup, delivery, or distribution of products or materials.
- Supervise the activities of workers engaged in receiving, storing, testing, and shipping products or materials.
- Track and trace goods while they are en route to their destinations, expediting orders when necessary.

Detailed Tasks

Detailed Work Activities:

- adhere to safety procedures
- analyze operational or management reports or records
- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange delivery schedules
- assign work to staff or employees
- call on customers to solicit new business
- communicate technical information
- conduct or attend staff meetings
- confer with other departmental heads to coordinate activities
- develop maintenance schedules
- develop policies, procedures, methods, or standards
- develop safety regulations
- direct and coordinate activities of workers or staff
- ensure compliance with government regulations
- evaluate information from employment interviews
- evaluate performance of employees or contract personnel
- examine documents for completeness, accuracy, or conformance to standards
- hire, discharge, transfer, or promote workers
- inspect products or systems for regulatory

- organize meetings to address labor disputes
- orient new employees
- oversee execution of organizational or program policies
- prepare reports for management
- provide assistance to post office customers
- provide customer service in postal or mail service setting
- requisition stock, materials, supplies or equipment
- resolve customer or public complaints
- route freight shipments
- schedule employee work hours
- select applicants meeting qualifications

Technology - Examples



compliance

- inspect property to determine damages
- interview job applicants
- investigate customer complaints
- maintain safe work environment
- measure, weigh, or count products or materials
- monitor facilities or equipment
- negotiate business contracts
- orient new employees
- oversee execution of organizational or program policies
- prepare reports
- provide customer service
- purchase property management or maintenance equipment or supplies
- resolve customer or public complaints
- schedule air or surface pickup, delivery, or distribution of product
- schedule facility or property maintenance
- schedule work to meet deadlines
- use conflict resolution techniques
- use negotiation techniques
- use oral or written communication techniques
- use weighing or measuring devices in transportation
- write administrative procedures services manual
- write business correspondence

Technology - Examples

Analytical or scientific software

- Integrated Decision Support Netwise Enterprise
- Integrated Decision Support Netwise Frontline
- QUALCOMM QTRACS
- QUALCOMM ViaWeb

Compliance software

- Scanlon Associates LogPak

Data base user interface and query software

- Microsoft Access

Electronic mail software

- Microsoft Outlook

Enterprise resource planning ERP software

- Enterprise resource planning ERP software

Graphics or photo imaging software

- Graphics software

Inventory management software



- Aljex Inventory

- DSA Foxware Warehouse Management

- International Business Systems software

- Logility Voyager WarehousePRO

- MRA Technologies MRATrack Warehouse Management System

- Sentai Pinpoint

Label making software

- ABOL Manifest Systems

Materials requirements planning logistics and supply chain software

- Cadre Technologies Cadence Warehouse Management System

- Catalyst International CatalystConnect

- IBM i2 Transportation Manager

- Integrated Decision Support Corporation Netwise Supply Chain

- Integrated Decision Support Corporation Swap Advice

- IntelliTrack Warehouse Management System

- Radio Beacon WMS

- RedPrairie DLx Warehouse

- SSA Global Warehouse Management System WMS

- Supply chain event management software

- TECSYS EliteSeries

- TECSYS PointForce Enterprise

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Project management software

- HighJump Software Warehouse Advantage

- Infosite Technologies DM Warehousing

- Sentai WarehouseTrac

Spreadsheet software

- Spreadsheet software

Time accounting software



- WorkForce Software EmpCenter Time and Attendance

Word processing software

- Word processing software

Tools - Examples

- Barcoding labels
- Barcoding scanners
- Desktop computers
- Digital cameras
- Forklifts
- Wireless communication and satellite positioning tools
- Cell phones
- Laptop computers
- Personal computers
- Personal digital assistants PDA
- Radio frequency handheld terminals
- Radio frequency identification RFID devices
- Global positioning systems GPS

Labor Market Comparison

Description	Storage and Distribution Managers	Postmasters and Mail Superintendents	Difference
Median Wage	\$ 62,270	\$ 55,200	\$(7,070)
10th Percentile Wage	\$ 40,840	\$ 39,710	\$(1,130)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 82,310	\$ 62,540	\$(19,770)
90th Percentile Wage	\$102,600	\$ 73,340	\$(29,260)
Mean Wage	\$ 68,620	\$ 54,590	\$(14,030)
Total Employment - 2007	710	420	-290
Employment Base - 2006	701	416	-285
Projected Employment - 2016	736	396	-340
Projected Job Growth - 2006-2016	5.0 %	-4.8 %	-9.8 %

Projected Annual Openings -
2006-2016

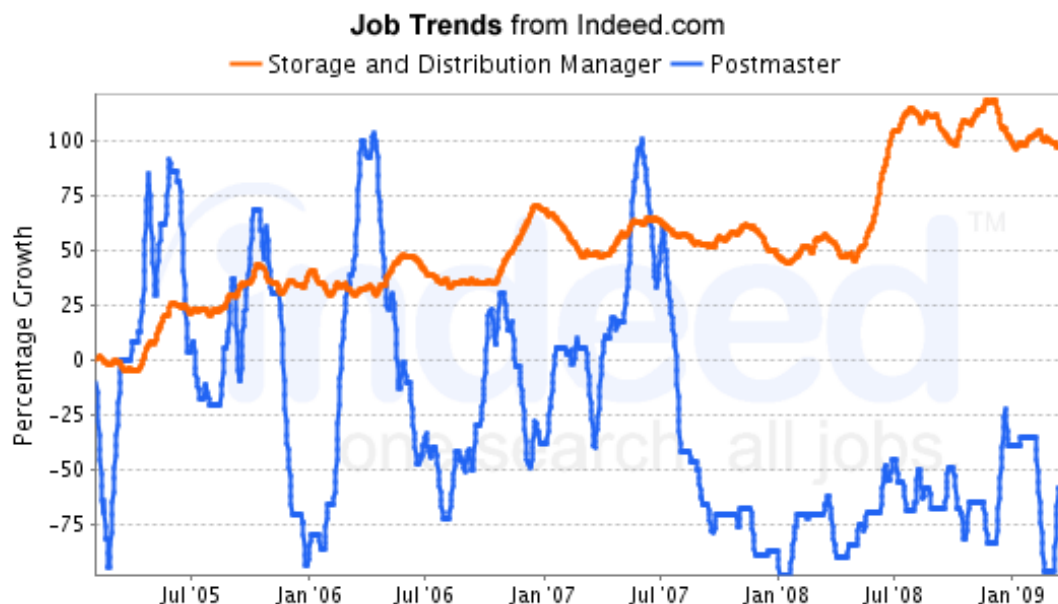
25

10

-15

National Job Posting Trends

Trend for Storage and Distribution Managers

Trend for
Postmasters
and Mail
SuperintendentsData from [Indeed](http://www.indeed.com)

Recommended Programs

Public Administration

Public Administration. A program that prepares individuals to serve as managers in the executive arm of local, state, and federal government; and that focuses on the systematic study of executive organization and management. Includes instruction in the roles, development, and principles of public administration; the management of public policy; executive-legislative relations; public budgetary processes and financial management; administrative law; public personnel management; professional ethics; and research methods.

Institution	Address	City	URL
University of Maine at Augusta	46 University Dr	Augusta	www.uma.maine.edu/
University of Maine at Augusta	46 University Dr	Augusta	www.uma.maine.edu/
University of Maine at Fort Kent	23 University Drive	Fort Kent	www.umfk.maine.edu
University of Maine		Orono	www.umaine.edu/
University of Maine		Orono	www.umaine.edu/
University of Maine		Orono	www.umaine.edu/
University of Maine		Orono	www.umaine.edu/

Business Administration and Management, General



Business Administration and Management, General. A program that generally prepares individuals to plan, organize, direct, and control the functions and processes of a firm or organization. Includes instruction in management theory, human resources management and behavior, accounting and other quantitative methods, purchasing and logistics, organization and production, marketing, and business decision-making.

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
University of Maine at Augusta	46 University Dr	Augusta	www.uma.maine.edu/
University of Maine at Augusta	46 University Dr	Augusta	www.uma.maine.edu/
Eastern Maine Community College	354 Hogan Rd	Bangor	www.emcc.edu
Husson College	One College Circle	Bangor	www.husson.edu
Husson College	One College Circle	Bangor	www.husson.edu
Husson College	One College Circle	Bangor	www.husson.edu
Beal College	99 Farm Road	Bangor	bealcollege.edu
University of New England	11 Hills Beach Rd	Biddeford	WWW.UNE.EDU
Washington County Community College	One College Drive	Calais	www.wccc.me.edu
University of Maine at Machias	9 O'Brien Ave	Machias	www.umm.maine.edu
University of Maine		Orono	www.umaine.edu/
University of Maine		Orono	www.umaine.edu/
University of Maine		Orono	www.umaine.edu/
Andover College	901 Washington Ave	Portland	WWW.ANDOVERCOLLEGE.edu
University of Southern Maine	96 Falmouth St	Portland	www.usm.maine.edu
University of Southern Maine	96 Falmouth St	Portland	www.usm.maine.edu
University of Southern Maine	96 Falmouth St	Portland	www.usm.maine.edu
University of Southern Maine	96 Falmouth St	Portland	www.usm.maine.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu
Southern Maine Community College	2 Fort Road	South Portland	www.smccME.edu
Southern Maine Community College	2 Fort Road	South Portland	www.smccME.edu
Saint Josephs College	278 Whites Bridge Rd	Standish	www.sjcme.edu
Saint Josephs College	278 Whites Bridge Rd	Standish	www.sjcme.edu
Saint Josephs College	278 Whites Bridge Rd	Standish	www.sjcme.edu
Thomas College	180 W River Rd	Waterville	www.thomas.edu
Thomas College	180 W River Rd	Waterville	www.thomas.edu
Thomas College	180 W River Rd	Waterville	www.thomas.edu
York County Community College	112 College Drive	Wells	www.yccc.edu



Maine Statewide Promotion Opportunities for Storage and Distribution Managers

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
11-3071.02	Storage and Distribution Managers	100	3	710	\$62,270.00	\$0.00	5%	25
41-3031.02	Sales Agents, Financial Services	90	4	0	\$65,230.00	\$2,960.00	5%	33
11-3031.02	Financial Managers, Branch or Department	90	4	2,440	\$67,670.00	\$5,400.00	7%	58
11-3071.01	Transportation Managers	89	3	710	\$62,270.00	\$0.00	5%	25
11-2022.00	Sales Managers	89	4	1,310	\$72,720.00	\$10,450.00	3%	32
11-3042.00	Training and Development Managers	88	4	140	\$66,670.00	\$4,400.00	7%	4
11-3041.00	Compensation and Benefits Managers	88	3	200	\$68,560.00	\$6,290.00	2%	5
11-1021.00	General and Operations Managers	87	4	8,490	\$77,050.00	\$14,780.00	-5%	209
41-3031.01	Sales Agents, Securities and Commodities	87	4	0	\$65,230.00	\$2,960.00	5%	33
11-2031.00	Public Relations Managers	87	4	290	\$71,020.00	\$8,750.00	9%	10
11-3051.00	Industrial Production Managers	86	4	690	\$72,560.00	\$10,290.00	-12%	24
13-2052.00	Personal Financial Advisors	86	3	360	\$94,100.00	\$31,830.00	10%	13
11-2021.00	Marketing Managers	84	4	570	\$74,560.00	\$12,290.00	7%	17
11-3031.01	Treasurers and Controllers	84	5	2,440	\$67,670.00	\$5,400.00	7%	58
11-9032.00	Education Administrators, Elementary and Secondary School	83	5	1,530	\$66,870.00	\$4,600.00	-2%	41

Top Industries for Postmasters and Mail Superintendents

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Postal service	491100	100.00%	25,870	25,653	-0.84%



Top Industries for Storage and Distribution Managers

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Federal government, excluding postal service	919999	8.18%	7,687	7,267	-5.47%
General freight trucking	484100	7.31%	6,875	7,777	13.11%
Warehousing and storage	493100	5.90%	5,551	7,414	33.57%
Management of companies and enterprises	551100	5.66%	5,322	6,135	15.28%
Local government, excluding education and hospitals	939300	4.83%	4,542	5,102	12.34%
Couriers	492100	4.11%	3,862	4,150	7.46%
Grocery and related product wholesalers	424400	3.41%	3,203	3,503	9.35%
Freight transportation arrangement	488500	3.38%	3,180	4,031	26.76%
Specialized freight trucking	484200	2.57%	2,418	2,724	12.64%
Self-employed workers, primary job	000601	2.55%	2,400	2,557	6.54%
Rail transportation	482100	1.86%	1,751	1,507	-13.94%
Scheduled air transportation	481100	1.65%	1,553	1,715	10.41%
State government, excluding education and hospitals	929200	1.52%	1,429	1,402	-1.87%
Professional and commercial equipment and supplies merchant wholesalers	423400	1.13%	1,063	1,239	16.57%
Wholesale electronic markets and agents and brokers	425100	1.12%	1,055	1,197	13.48%